



Mississippi Department of Employment Security

Tate Reeves
Governor

Robin Stewart
Interim Executive Director

Amendment #1

Consolidated Questions and Answers

Employee Assistance Program

IFB 2021-01

RFx Number: 3160004596

Smart Number: 1671-22-R-IFBD-00001

Bidders must acknowledge receipt of this amendment to the solicitation by signing and returning the amendment with the bid package, by identifying the amendment number and date on the bid form, or by letter. The acknowledgment should be received by the agency by the time, date, and at the place specified for receipt of bids. It is the bidder's sole responsibility to monitor the websites for any updates or amendments to the IFB.

MDES appreciates the interest you have shown in the Invitation for Bids for an Employee Assistance Program (IFB 2021-01). In response to the questions received by interested vendors concerning IFB 2021-01, MDES submits the following consolidated questions and answers.

1. Who is the current EAP provider and how long have they been providing services to the organization?
 - A. New Directions Behavioral Health since 2017
2. How many total employees will be covered or please confirm that pricing should be based on 479 employees.
 - A. Pricing must be based on a single monthly per employee basis for each year of the contract. The selected Contractor will be reimbursed for services rendered on a monthly basis. The base monthly reimbursement rate, for each contract year, will be determined by multiplying the total number of employees that MDES has on its payroll for the period ending December 15 of the preceding contract year, by the appropriate price rate for the contract year. This number will be used to compute the monthly reimbursement amount the Contractor will be paid for the upcoming contract year. The monthly base rate will not fluctuate during the

contract year. The cost must encompass all requirements of this IFB including services, expenses, products, travel, salaries, etc. The 479 employees as of December 15, 2020, is for informational purposes and could fluctuate at the time of contracting based on staffing needs, restrictions, and funding. MDES does not guarantee a minimum number of employees.

3. What is the current number of counseling sessions allowed per member per year?
 - A. Three (3) face-to-face sessions
4. Please provide the current rate and a rate history throughout the contract term for the EAP.
 - A. The current rate is \$1.64 per employee. The rate of \$1.64 per employee has remained the same since the contract inception in 2017.
5. Do you have a budget cap or a not to exceed amount for EAP Services?
 - A. No
6. What are your top 3 priorities in an EAP?
 - A. The agency's priority is to find a stable and reliable provider to administer and implement an effective Employee Assistance Program to the employees of MDES.
7. How many hours of the following services are included within the current EAP contract per year?
 - Onsite training/orientation/educational seminars
 - Onsite health fair/event participation
 - Onsite critical incident support events(# events/# hours)
 - Webinar training
 - A. Onsite training/orientation/educational seminars – one (1) per month at no charge
Onsite health fair/event participation – Not specified
Onsite critical incident support events – Not specified
Webinar Training – Not specified
8. How many total hours of the following services were utilized in each of the last two (2) years?
 - Onsite training/orientation/educational seminars
 - Onsite health fair/event participation
 - Onsite critical incident support events(# events/# hours)
 - Webinar training
 - A. None
9. Please provide copies of 2019 and 2020 EAP utilization reports. If reports are not available, please provide the following for each of the last 2 years:

- Number of employees on which the report is based
- Total number of clinical cases
- Total number of work-life cases
- Total number of clinical sessions

A. 2019 – 460 Employees
2020 – 435 Employees

2019

Counseling Cases – 12

Legal Cases – 2

Financial – 1

Organization Impact Outreach – 7

2020

Stress – 6

Grief/Bereavement – 4

Depression – 3

Family – 3

10. Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?

A. Employees have encountered fear of returning to regular work status, loss of loved ones, decisions whether or not to be vaccinated, and overall pandemic fatigue. Some employees have opted to quit working in order to care for loved ones/home school children while some are not returning to the workforce anytime in the near future. Employee stress and low morale are more prevalent than normal due to pandemic fatigue.

11. Are electronic signatures on documents acceptable?

A. Yes

12. Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

A. A Master's level counselor answers the 24-hour helpline.

13. Are legal, financial and daily living work/life services currently a part of your EAP program?

A. Yes

14. Who is your health plan provider and is the plan self-funded?

A. Health plan provider is Blue Cross and Blue Shield of Mississippi and is a self-insured plan.

15. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?

A. Questions relative to IFB 2021-01 are reserved for clarification or technical inquiries.

16. Section 4, Scope of Work contains the following statements: Administer and maintain all employment and payroll records, payroll processing, and payment of payroll checks and taxes, including the deductions required by state, federal, and local laws such as social security and withholding taxes for their business and employees; Make all unemployment compensation contributions as required by federal and state law(s) and process claims as required for their business and employees; Replace immediately, at no additional expense to the Contracting Agency, any employee not performing satisfactorily.

a. Can you clarify how these pertain to the EAP services requested?

b. Are the requirements applicable to our internal staffing and payroll processes?

A. This statement is applicable to the internal staffing and operations of the EAP provider.

17. 6.2 Required Certification, Accreditation, and/or Licenses: Counselors on staff with the EAP provider must be licensed in the practices including but not limited to:

Marriage/Family therapy,

Counseling

Psychiatry

Social Work

a. We do not have Psychiatrists in our standard network or on staff as this is generally outside the scope of an EAP. Will this be acceptable?

A. Yes, this is acceptable.

18. Is it intended that we return Attachments E and F with our bid? There is no signature block on them.

A. No signature is required on Attachments E and F.